

FAQ: Signing In & Access for EverHealth Scribe

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Answers to the sign-in and access questions providers ask most: single sign-on, the “iSalus” login option, two-factor messages, provider enablement, and appointments that don’t show up.

Scribe uses your existing OfficeEMR credentials – most sign-in trouble comes down to selecting “iSalus” at login, a missing email in User Setup, or a provider account that hasn’t been enabled yet.

Quick fixes

| What you’re seeing | Try this |
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| I can’t sign in to EverHealth Scribe | Ensure you select “iSalus” / Login with iSalus upon initial login, and use your normal OfficeEMR credentials. If they don’t work, confirm your practice and your provider account have been enabled for Scribe (your administrator manages this, but it is configured by iSalus), and that you can sign in to OfficeEMR itself. |
| “Something Went Wrong” or a two-factor authentication message | Your iSalus user most likely needs an email on file in User Setup . Add one (or ask your administrator to), then sign in again. |
| My appointments aren’t showing | Confirm your User Setup > Resources > Default Resource Template matches the provider schedule resource your appointments exist on. |

Frequently asked questions

Do I need a separate username and password?

No. Scribe uses single sign-on with your existing OfficeEMR credentials.

I’m signed in but Scribe says I don’t have access.

Your provider account may not be enabled yet. Access is turned on per provider during setup, so check with your practice administrator. See *Pricing & Process*.

Where do I open Scribe?

From the browser extension while you work in OfficeEMR, or from the mobile app on your phone.

Who turns access on for a new provider?

Your practice chooses which providers are enabled; iSalus configures it. During implementation, work with your project contact. Once you’re live, submit changes through a support ticket.

What do I need to run Scribe?

A device with a working microphone, an internet connection, and a provider account that’s been enabled for Scribe.

Still stuck? Submit a support ticket at support@isalushealthcare.com and include what you were doing and whether you were on the browser extension or the mobile app.